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# Lunch & Lead Series

## Address Conflict with Confidence

High Performance Teams NEED "Respectful Conflict"

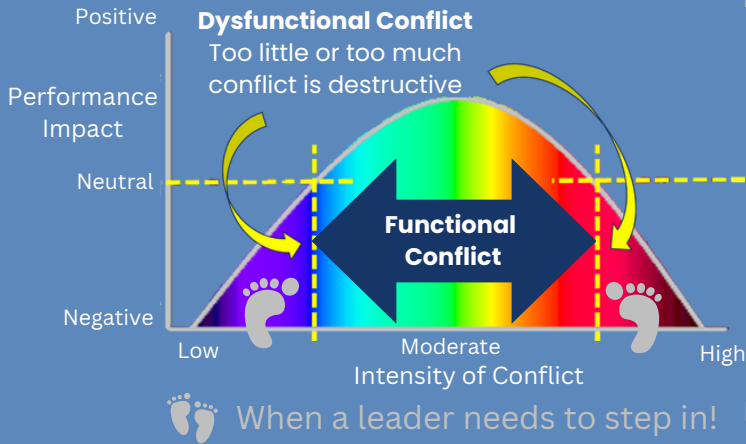
### Leader Responsibilities

- Navigate diverse views
- Mediate disagreements
- Constructive dialogue
- Address underlying issues
- Mutual understanding
- Win-win solutions

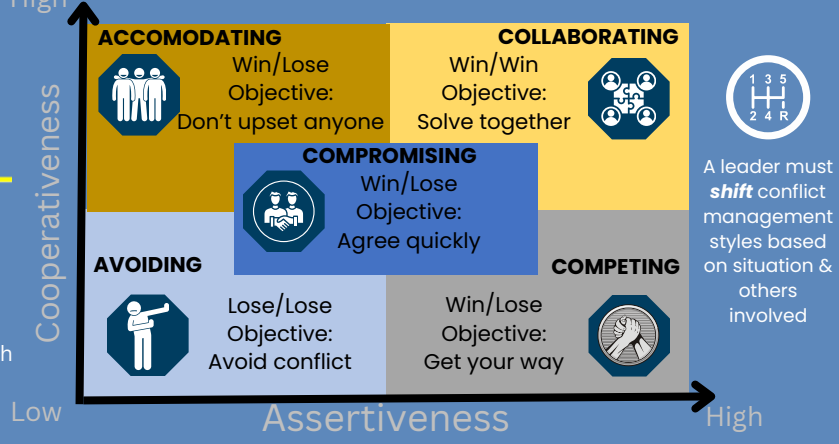
### High Performance Outcomes

- TMs feel heard, valued
- Empowered to collaborate
- Learn & grow
- Resilience
- Creativity
- Strong relationships

### Conflict Spectrum



### Conflict Management Styles



Determine if/when to step in?

1

Invite consent / provide intent

2

Be prepared  
Style, timing, location, scenarios, exit

3

Establish a common goal

4



Seek to understand

5

10 Steps to Resolve Conflict

10 Support

9 Follow up & close

8 Document & take action

7 Evaluate options

6 Explore all potential solutions

Always

- STOP
- THINK
- ACT

Be friendly, not friends

Strengthen & protect relationships